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## The Single Biggest Problem in Aviation Communication is the Illusion that it has Taken Place

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# AVIATION COMMUNICATION AND AVIATION SAFETY

MARGO MARCHBANK

ICAEA Conference Florida May 2018







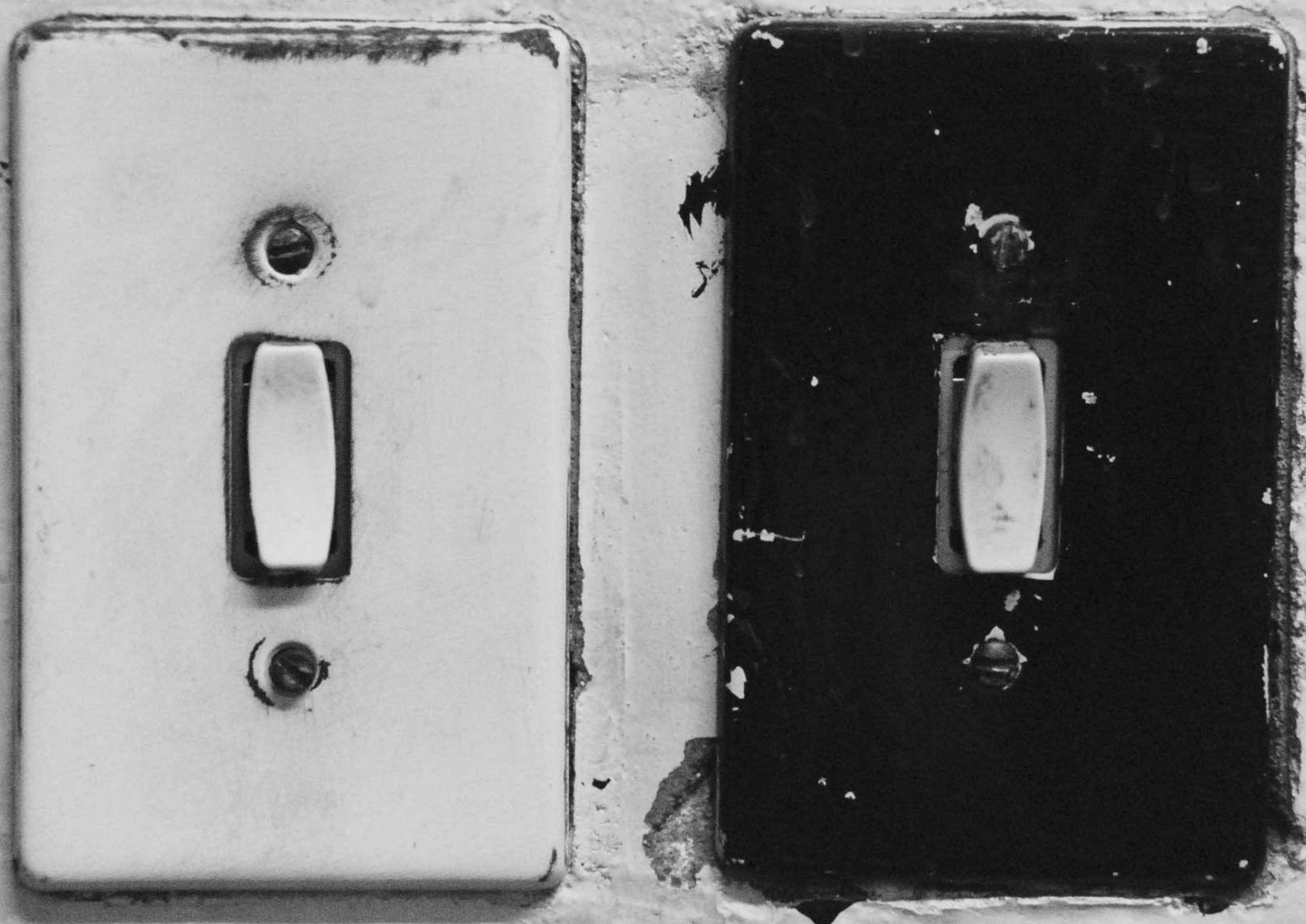
Binary pairs and communication theory







Some of these pairs in aviation communication





Technical: non-technical skills





# Radio-telephony: communication





1758Z TO LPPD CTL  
EEL FL 030

Radio-telephony: communication

RECALL MODE

CLOSE\*

PRINT

PGE-

PGE+

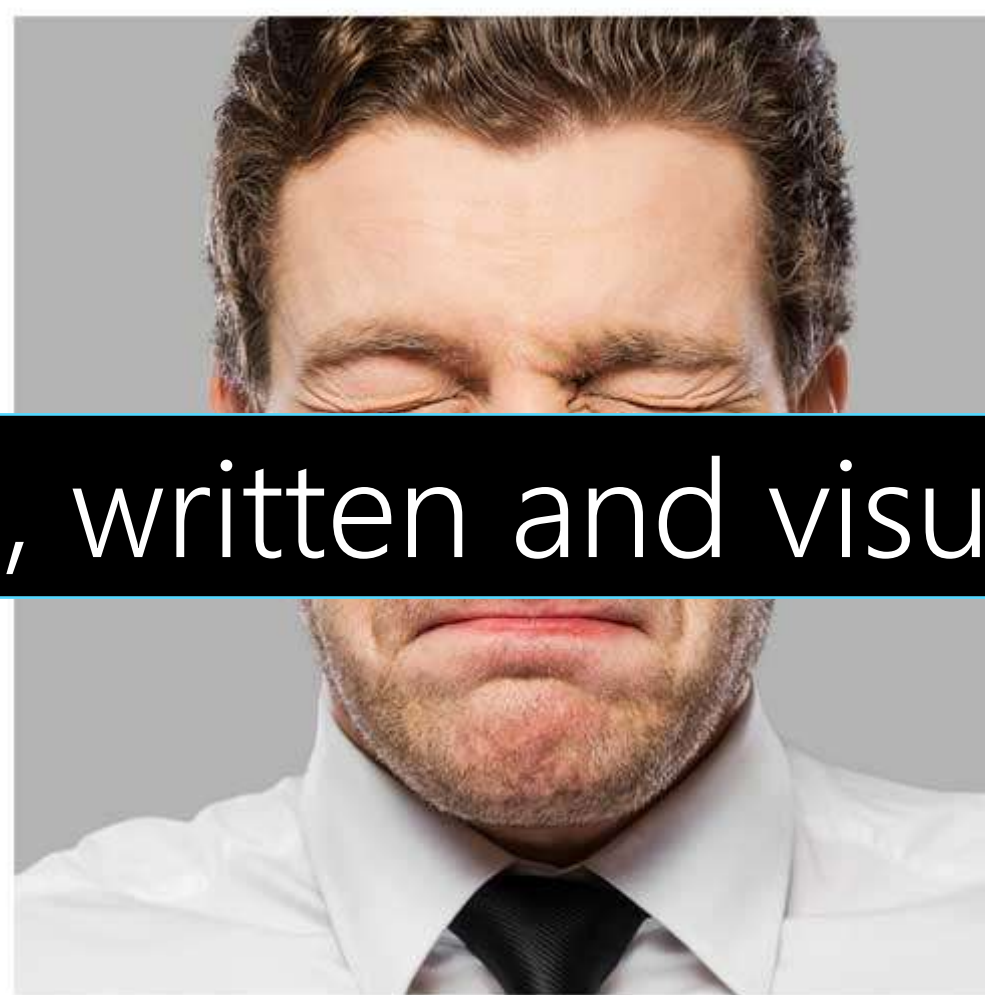
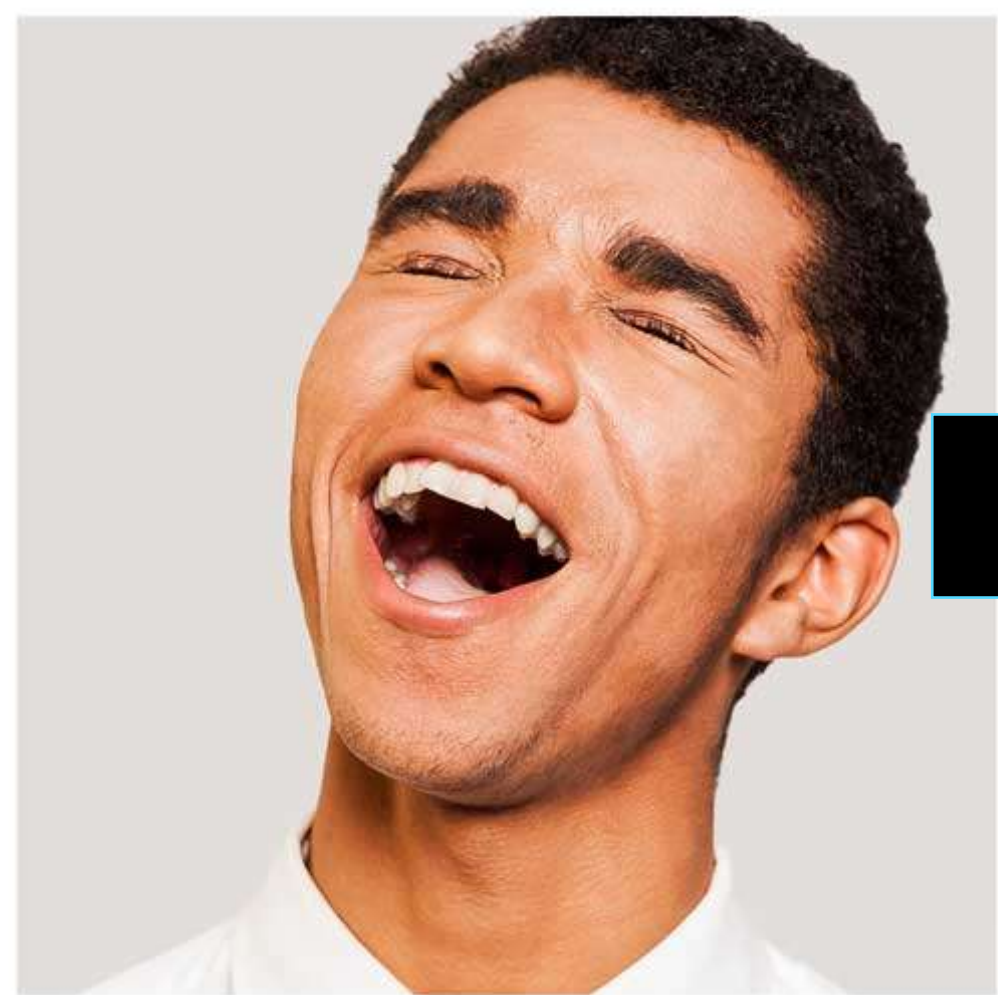
BRT

DIM

MSG-

MSG+





Verbal: nonverbal, written and visual communication







Individual: aviation system





Pilot: engineer/cabin crew/ground handling





Male: female communication



